

REGULATIONS

39 CFR PART 265
45 CFR 303.3

Federal IV-D regulations require IV-D agencies to utilize appropriate local resources, including the U.S. Postal Service, to locate individuals. Postal regulations permit the U.S. Postal Service to release customer addresses to child support agencies when that information is required for the performance of the agency's duties.

The Postal Service provides several address information services which may be useful to you in locating payers, payees, or other individuals.

**ADDRESS
INFORMATION
REQUEST**

Requests for address information are submitted to the postmaster at the post office of a postal customer's last known address. The request is made on agency letterhead using the standard format provided in Exhibit I. CSES produces an electronic version of this form. In answering the request, the postmaster provides one of the following responses:

1. Mail Is Delivered to Address Given -The address provided is verified as one to which mail is currently being delivered.
2. Not Known at Address Given - Mail for the customer is not currently being delivered to the address given.
3. Moved, Left No Forwarding Address - The addressee has moved and has not provided the post office with a change-of-address order. Mail for that customer is not currently being delivered to the address on the request.
4. No Such Address - The address provided is nonexistent.
5. Other (Specify) - As appropriate, postmasters provide other responses, e.g., "Returned - sent to wrong post office", "Addressee is deceased", or "Address given is insufficient."
6. New Address - If the addressee submits a change-of-address order, the new forwarding address is provided.
7. Boxholder Street Address - If the last known address is a post office box the street address, from Form 1093, Application for Post Office Box or Caller Number, is provided.

The postmaster postmarks the request and returns it in a penalty window envelope to your address.

**ADDRESS
CORRECTION
SERVICE**

The Postal Service offers an address correction service on mail undeliverable as addressed which has been labeled "Address Correction Requested". If the addressee has moved and filed a forwarding address, the Postal Service forwards the mail to the addressee and notifies the sender of the new address. The sender is charged a nominal fee collected as postage due when notified of the new address. If the addressee has moved but no forwarding address is on file, the mail is returned to the sender. Correctly addressed mail is delivered with no notice to the sender.

Mail may also be labeled "Address Correction Requested - Do Not Forward". In such cases, mail undeliverable as addressed is returned to the sender along with the new address if known.

**CERTIFIED MAIL
SERVICE**

The certified mail service provides the sender with a mailing receipt and record of delivery at the address. If a return receipt is also requested, the receipt shows who took delivery, the date, and the address. If a return receipt is requested and the mail is undeliverable as addressed, the sender is notified of the new address or reason for non-delivery.